

## **CITY OF BURBANK**

### **NETWORK SUPPORT ANALYST II**

#### **DEFINITION**

Under general supervision, provides day-to-day operations and administration of networks including network-based operating systems, server administration, network data communication equipment configuration and support; and performs related work as required.

#### **ESSENTIAL FUNCTIONS**

Installs, configures, troubleshoots repairs, maintains, upgrades, monitors, and evaluates the performance of networks; provides network resource allocation; performs network backup and restore operations; installs and maintains network software and hardware; monitors network resources utilization and reports problems; performs E-mail support functions; installs and maintains virus software and pattern files and issues warnings to end-users; resolves network problems and sets up and executes automated software distributions; provides input to the design and implementation of workstation configurations; performs network support functions, including applying patches, installing operating system revisions, and maintaining, repairing and upgrading hardware; develops and maintains network documentation; develops and recommends procedures for network resource allocation; drives on City business.

#### **MINIMUM QUALIFICATIONS**

##### **Employment Standards**

- Knowledge of - computer networking principles and concepts including network monitoring tools for analysis; common elements of networking such as protocols, addressing, file servers, host machine, network client/node, cable plant, and topologies.
- Ability to - support network functions such as e-mail, file and print services, routers, firewalls, fax and modem services, host access, client/server software, and Internet; perform assigned tasks quickly and accurately; follow oral and written directions; use telephone; write or use a keyboard to communicate through written means; establish and maintain effective working relationships with supervisors, fellow employees, and the public.
- Skill in - installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring, and evaluating network performance.

**Education/Training:** Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to one year's experience in installing, configuring, troubleshooting, repairing, maintaining, upgrading, monitoring, and evaluating network performance or one year experience as a Network Support Analyst I and college work in networking from an accredited college or university.

**Special Conditions & Requirements:** The physical ability to lift computer equipment up to 40 pounds, physically perform sedentary to medium work involving moving from one area to another, sufficient hand/eye coordination to perform repetitive movements such as typing and extensive exposure to video display terminals/computers. To intermittently twist to reach equipment surrounding desk; perform simple and power grasping, pushing, pulling and fine manipulation; see and hear with sufficient acuity to successfully perform all aspects of the job; differentiate various colors of wires and diagrams; bend, kneel, squat and twist to adjust equipment; stand, walk, bend, stoop, twist, kneel and lift.

**License & Certificates:** A valid California Class "C" driver's license or equivalent at time of appointment; a current industry recognized networking certification (to be determined at the time of recruitment) may be required at the time of appointment.

#### **SUPPLEMENTAL INFORMATION**

None.